

Veterans Frequently Asked Questions and Resources

The **Emergency Supplemental and Families First Coronavirus Response Act** provided free COVID-19 testing and other COVID-19 related services to veterans. The **Coronavirus Aid, Relief, and Economic Security (CARES) Act** provides **\$14.4 billion** to support the surge in demand for healthcare services at VA hospitals and clinics. This includes the purchase of medical equipment, coronavirus test kits, personal protective equipment, and pharmacy needs.

What should veterans do if they think they have COVID-19?

Before visiting local VA medical facilities, community providers, urgent care centers, or emergency departments in their communities, veterans experiencing COVID-19 symptoms — such as fever, cough, and shortness of breath — are encouraged to call their VA medical facility or call MyVA311 (844-698-2311, press #3 to be connected). Veterans can also send secure messages to their health care providers via [MyhealtheVet](#), VA's online patient portal. VA clinicians will evaluate veterans' symptoms and direct them to the most appropriate providers for further evaluation and treatment. This may include referral to state or local health departments for COVID-19 testing.

What about routine appointments and previously scheduled procedures?

VA is encouraging all veterans to call their VA facility or send a secure message to their health care provider via [MyhealtheVet](#) before coming in for any previously scheduled appointments or visits. VA providers may arrange to convert appointments to [Video Visits](#) where possible, and veterans should feel free to request telehealth appointments from their VA providers.

What should veterans do if they receive benefits or have disability claims to file or in progress?

Veterans will continue to receive benefits and services. Many in-person services are already available via the phone or online through virtual options like [VA Video Connect](#) or conducting examinations for disability benefits using tele-compensation and pension or "tele-C&P" exams. If an in-person examination is required, veterans will be notified for scheduling. Veterans with specific questions can call 1-800-827-1000 or go www.ebenefits.va.gov for additional details. Veterans can continue to get information about [benefits](#), [file a claim online](#) or can call for claim-specific questions.

What if I am a Veteran student and my school has moved to on-line courses?

Students will continue to receive their benefits unaffected by any change from in-person to online learning and VA is supporting students for educational counseling through online and telephone services.

How will veterans be able to access their economic impact payments? What if I didn't file a tax return?

Generally, eligible individuals will get \$1,200 + \$500/child and eligible married joint-filers will get \$2,400 + \$500/child. Amounts phase down at \$75,000 for single filers, \$112,500 for heads of household, and \$150,000 for married joint-filers. Tax returns filed in 2019 or 2018 will be used to identify who is eligible for this payment. For those that rely on Social Security, the IRS will send you money directly, even if you didn't fill out a tax return. Congresswoman Bustos is working with her colleagues to get the

IRS to send money to veteran pension recipients without requiring tax returns as well. Even if you don't owe any taxes, however, [you can still file a 2019 return](#), which is currently your best bet to get this money as quickly as possible.

What if I'm a veteran experiencing stress and anxiety during the COVID-19 outbreak?

Please call your VA facility or send a secure message to your health care provider via [MyhealtheVet](#). Many VA providers are converting appointments to [Video Visits](#), where possible and veterans should feel free to request tele-mental health appointments from their VA providers. Veterans can also continue to receive virtual readjustment counseling through local Vet Centers. Those looking to seek Vet Center services should call their nearest Vet Center or the VET Center Call Center at -1-877-WAR VETS (927-8387). **Help is available for veterans in crisis by calling the Veteran Crisis Line at 1 (800) 273-8255 and pressing 1, at VeteransCrisisLine.Net/Chat, or by texting 838255.**

How is VA supporting those impacted by intimate partner violence (IPV) during COVID-19?

VA's Intimate Partner Violence Assistance Program (IPVAP) has Coordinators in VA facilities available for support for those using or experiencing intimate partner violence. Please find a IPVAP Coordinator at <https://www.socialwork.va.gov/IPV/Coordinators.asp>. **If a veteran or partner needs immediate assistance, please contact the National Domestic Violent Hotline at 1-800-799-SAFE(7233) or text LOVEIS to 22522.** For more resources and information about VA's IPVAP, visit their [Website](#).

What if I am transitioning from active military to Veterans Health Administration?

Effective March 30, VA discontinued VA benefit briefings and services on military installations for transitioning service members and their families through the interagency [Transition Assistance Program \(TAP\)](#) until further notice. However, VA will provide virtual briefings and individualized counseling for transitioning service members where possible. Service members who have not received these briefings, as required by TAP, may access the [Joint Knowledge Online \(JKO\)](#) platform and register for "TGPS-US006: VA Benefits and Services."

Can I still schedule a burial at a national cemetery?

Yes. To schedule an interment, contact the National Cemetery Scheduling Office at [800-535-1117](tel:800-535-1117). VA national cemeteries remain open for direct interments of veterans and eligible dependents. Immediate family members (limited to 10 individuals) of the deceased can witness the interment, if requested and approved by the cemetery. If you would like to cancel or postpone an interment that's already scheduled, please contact the cemetery directly to cancel the service and to reschedule future services when ready. For the safety of volunteers, families, and staff, national cemeteries won't be conducting committal services or rendering military funeral honors until further notice. Families are welcomed to proceed with a direct interment at this time and schedule a committal service and military honors for a later date once normal operations resume.

Please Visit [VA's Frequently Asked Questions Page](#) for more information on what veterans need to know about seeking care at VA facilities during this time.